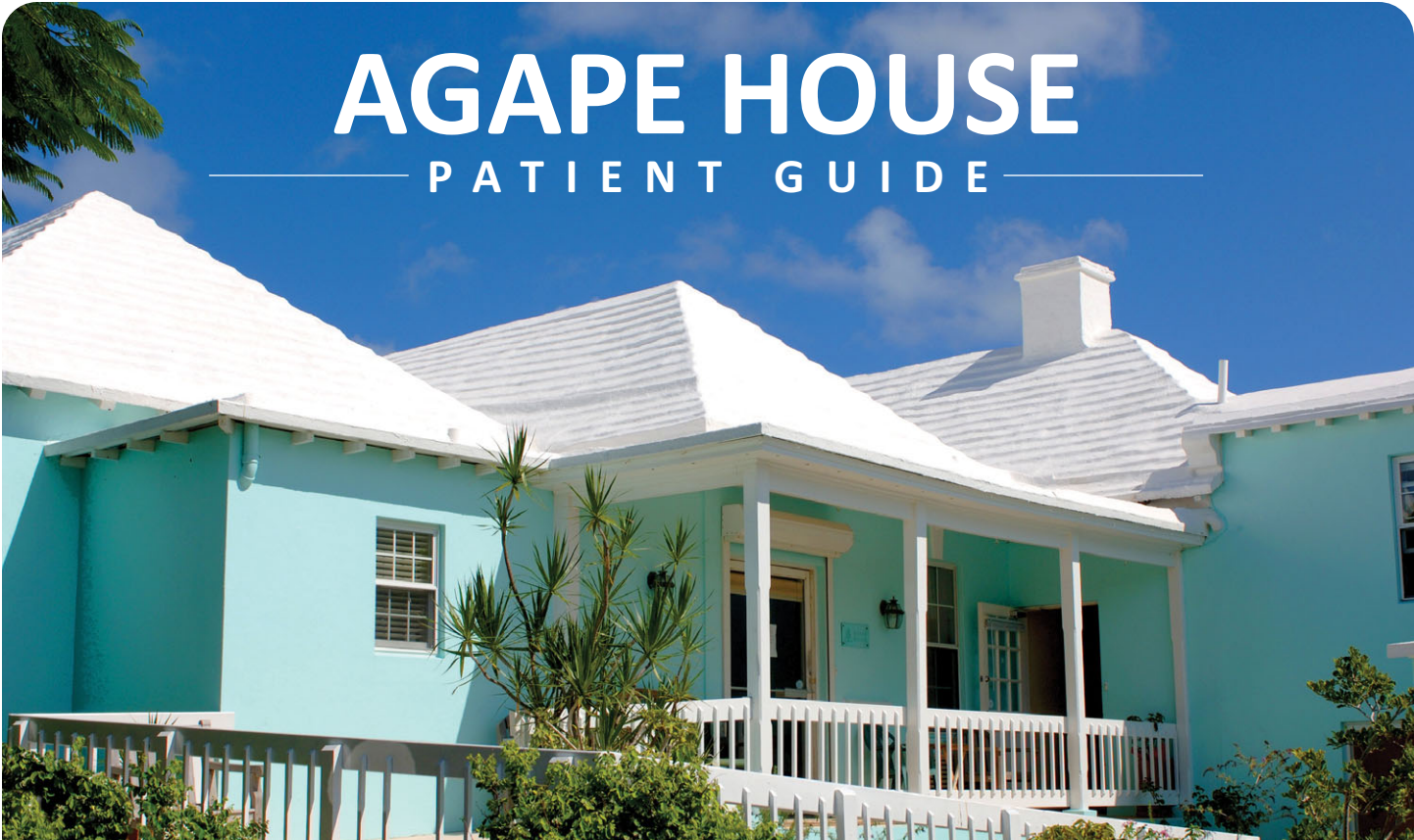




AGAPE HOUSE

PATIENT GUIDE

Welcome to Agape House. We hope you will be comfortable and peaceful here. Although Agape House is part of Bermuda Hospitals Board (BHB) there are a few differences between Agape House and the hospital wards. We hope this information will be helpful. If you have additional concerns, please check with any member of our team.

How will you help me to cope with my condition?

Our doctors, nurses and therapists will provide the best care and treatment for you. They have expertise in controlling pain and other symptoms and will help you to be as comfortable as possible.

You have a call button beside you which will bring help when you need it. You will also be visited daily by the hospice doctor.

Friends of Hospice is the charity that supports Agape House. It funds numerous services for patients, including art, music and pet therapy, a nail technician who performs hand and feet massages, and a therapist who offers aromatherapy, massage, reflexology and relaxation techniques to patients. These complementary services are offered one day each week and are available to all Agape House patients. Arrangement for these services are made through Friends of Hospice.

Many people find these services help them:

- sleep better
- feel more relaxed
- release physical tension
- release emotional tension

Who can visit?

Your family and friends can visit whenever you want to see them. Certain times of day are busier, such as around mealtimes or first thing in the morning, and visitors may wish to avoid these times.

Agape House welcomes young children. However at no time should children be left alone. Our staff will not be responsible for children visiting the hospice patients.

If you would like your pet to visit, we can arrange this, as long as no discomfort or distress is caused to other patients. Dogs must be kept on leads. Please discuss this with the nurse in charge. Friends of Hospice also provide pet therapy.



Around the hospice

In addition to the bedrooms, each level has a small quiet sitting room with comfortable armchairs where you and your guests may visit. Just ask the nurse or auxiliary on duty first to make sure that it is free for you at the time you want it.

Bermuda law stipulates that no smoking is allowed in healthcare facilities or on the grounds of those facilities.

The hospice has books, board games and jigsaw puzzles which you may borrow.

How long will I stay?

Many people come to Agape House to have their symptoms or pain treated and controlled. When this has been achieved, they return home. Each person's circumstances are different but if you would like to go home please talk this over with the doctor or nurse caring for you. Please note Agape House is not a long stay unit. If you improve or stabilise then the team will help support you finding your next place of care.

In your room

Please bring with you, or arrange to have brought, a change of clothes, night clothes and your toiletries.

To make you feel at home, you may wish to bring small things with you - some photographs or pictures (in frames no larger than 5x7ins), cushions etc. Please check first with the nurse as space is limited.

Television

Your television is over your bed and may be used as you wish. Friends of Hospice provide cable TV through service provider One Communications at no cost to you. Programming can be found using the remote control "Guide" button.

Internet

If you have your own laptop or tablet device you can connect to the internet at Agape House.

Username: guest

Password: hospital



Volunteers in the hospice

Volunteers visit and companion patients at Agape House. They are here to keep you company and may assist you in a variety of ways including but not limited to:

- shopping
- going for a drive
- sitting in the garden
- reading to you

If you do not wish a volunteer to visit with you, please advise Agape House staff.



Help you might need

Agape House has a list of certified chaplains and their representatives who are welcomed from all faiths. If your representative is not on the list, arrangements can be made for them to visit you if you wish. Please tell us if you have particular needs and arrangements will be made to have it provided. We recognise you may have any anxieties about practical things, like pensions, benefits and allowances, making a will or worries about how your family is managing. We have a social worker on staff that is available to assist you with any concerns you and your family may have. The social worker can also direct and advise you on the appropriate outside agencies to assist you.



Is there a charge?

The care you receive at Agape House is covered by all Bermuda health insurance. You should not need any money. Small amounts of money you bring can be safely locked away. We advise you not to bring valuables to Agape House, but if this is unavoidable, we can store small things in our safe while you are here.

Can I leave the hospice?

On warm days, you may enjoy sitting outside in the hospice garden. Your family and friends are also able to take you on outings as your condition allows.

Will I like the food?

We have a full-time in-house private chef at Agape House. Our chef takes great pride in cooking delicious home-cooked meals as well as baking and preparing desserts. Meals are tailored specifically to the needs of patients at Agape House, and served home-style. Our chef will check with you to see if there is something in particular you would like, and we will do our best to arrange it. We are also happy to store and reheat meals brought in by families.



Who is Friends of Hospice?

Friends of Hospice is the charity supporting Agape House and hospice care in Bermuda. Its staff and volunteers work alongside BHB to provide programmes and services that aim to enhance your quality of life while at Agape House.

Friends of Hospice funds the full-time chef, the full-time counsellor, and various therapists. The charity also offers bereavement services should anyone in your family want to have someone to help them work through their grief. Friends of Hospice organise the volunteer companion programme and assists with upkeep of the Agape House building.

They exist to make your stay as comfortable as possible for you and your family, so please do not hesitate to contact them with your requests.



Bermuda Hospitals Board

Produced in partnership with **BHB Public Relations Department - October 2023**

For further information about **Friends of Hospice**, please contact 232-0859 or email info@hospice.bm.

For further information about **Agape House**, please contact the Clinical Manager on 239-1041 or 239-2025.

**Bermuda Hospitals Board
Agape House**
Box HM 1023, Hamilton HM DX
Tel. 441-239-2025
bermudahospitals.bm